

In the Claims

1-145. (Cancelled)

146. (New) A method of operating a communication system to route web calls to a web call center including a plurality of web call resources to handle the web calls, the method comprising:

receiving a web call for the web call center, wherein the web call originates from a user device;

processing a cookie for the user device to select one of the web call resources to handle the web call originating from the user device;

generating routing information for the web call originating from the user device to the selected web call resource; and

transferring the routing information to extend the web call originating from the user device to the selected web call resource.

147. (New) The method of claim 146, wherein the web call comprises a Get Document request in Hyper Text Transfer Protocol.

148. (New) The method of claim 146, wherein the selecting is further based upon caller entered information.

149. (New) The method of claim 146, wherein the selecting is further based upon an Internet Protocol address.

150. (New) The method of claim 146, wherein the selecting is further based upon a domain name.

151. (New) The method of claim 146, wherein the selecting is further based upon one or more of a day or a time of day.

152. (New) The method of claim 146, wherein the selecting is further based on a least busy agent.

153. (New) The method of claim 146, wherein the selecting is further based on a least congested route.

154. (New) The method of claim 146, wherein the selecting is further based on one or more of a class of service or a quality of service.

155. (New) The method of claim 146, further comprising selecting a web service application based upon the cookie.

156. (New) A communication system for routing web calls, the communication system comprising:

a plurality of web call resources for handling web calls; and
a web call center configured to receive a web call that originates from a user device, process a cookie for the user device to select one of the web call resources to handle the web call originating from the user device, generate routing information for the web call originating from the user device to the selected web call resource, and transfer the routing information to extend the web call originating from the user device to the selected web call resource.

157. (New) The communication system of claim 156, wherein the web call comprises a Get Document request in Hyper Text Transfer Protocol.

158. (New) The communication system of claim 156, wherein the selecting is further based upon caller entered information.

159. (New) The communication system of claim 156, wherein the selecting is further based upon an Internet Protocol address.

160. (New) The communication system of claim 156, wherein the selecting is further based upon a domain name.

161. (New) The communication system of claim 156, wherein the selecting is further based upon one or more of a day or a time of day.

162. (New) The communication system of claim 156, wherein the selecting is further based upon a least busy agent.

163. (New) The communication system of claim 156, wherein the selecting is further based upon a least congested route.

164. (New) The communication system of claim 156, wherein the selecting is further based on one or more of a class of service or a quality of service.

165. (New) The communication system of claim 156, wherein the web call center is further configured to select a web service application based upon the cookie.